

**Telephones Adalats**

**7033. SHRI GOPI NATH GAJAPATHI:**  
Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the telephone adalats are being held in Delhi,

(b) whether Government have any proposal to set up such adalats in different parts of the country; and

(c) if so, the details thereof?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P.V. RANGAYYA NAIDU): (a) Yes, Sir.

(b) and (c). Instructions already exist for formation and functioning of Telephone adalats in Telecom. Circles/Districts in the Department of Telecom. The details are as per attached statement.

**STATEMENT****RULES FOR TELEPHONE ADALATS**

The concept of Telephone Adalat was introduced in the Department for the purpose of redressal of grievances of the public on an appointed date. It was initially to cover major cities like Delhi, Bombay, Calcutta, Madras, Bangalore Hyderabad Ahmedabad, Pune and Kanpur. Later these were extended to Telecom. Circles and minor Telephone districts under the jurisdiction of the Telecom. Circles. Such Adalats are to be held at intervals of three months.

*Bench:* The Adalat Bench comprise District/General Manager two other members one each from Finance and Engineering. Incharge of Public Grievance Cell is compulsory a member.

*Scope.* Service complaints such excess

billing complaints, non-provision/delayed provision of telephone connections/accessories, disconnection of telephones due to various reasons will be under the purview of the Telephone Adalat.

*Method.* Wide publicity is given through local newspapers regarding holding of Telephone Adalat, venue and time, name and address of the officer authorised to receive representations from, the public. Generally, about 30 days are given to the public to submit the representations. The representations thus received are processed thoroughly for final decision. The representations are suitably replied of the decision or to present themselves in person to attend the proceedings of the Adalat.

*Evaluation.* Proceedings of the sessions of the Adalats held at different places are evaluated at headquarters of the Department to Telecom. for analytical purposes and for deciding the nature of remedial action in system defects, if any.

**Uniform to Employees of Indian Airlines**

**7034. SHRIMATI GEETA MUKHERJEE:**  
Will the Minister of CIVIL AVIATION AND TOURISM be pleased to state:

(a) whether employees both men and women of Indian Airlines of grade one to nine are given uniform;

(b) if so, the details thereof and the rules therefor;

(c) whether the quality of dress material i.e. sarees given to grade one to two is inferior as compared to the quality of sarees given to grade three to nine;

(d) whether there is any proposal to given the same quality to one and two grade also;